



The City of Citrus Heights is “breaking new ground” to build a respected, responsive law enforcement legacy. We invite you to join a first-rate team — a new Police Department with the goal of performing extraordinary customer and community services. Under Police Chief Christopher Boyd’s leadership, we promise you an exhilarating, once-in-a-lifetime opportunity — both professionally and personally. Our newly configured department will begin providing services by July 1, 2006. Come join our team!

#### THE POSITION

Senior Police Dispatchers provide lead supervision to dispatch staff on assigned shifts working in a 24-hour 911 Dispatch and Police Communication Center. Senior Dispatchers not only perform the full range of dispatch services, but because of their advanced expertise and knowledge of dispatch operations, handle the more difficult and sensitive calls and situations. In addition, Senior Dispatchers act as the primary trainers for new dispatch staff and serve as a resource to less experienced staff.

#### STATE-OF-THE-ART SHIFT SCHEDULE & WORKING ENVIRONMENT

With an eye to delivering a work/life balance, we have created a unique shift schedule and staffing configuration for Dispatch and Police Communication Center personnel. **Work 3 days a week with a 36-hour work week based on 12-hour shifts is planned**, with five dispatch staff (including a Senior Dispatcher and one relief Dispatcher) per shift. In addition, Dispatch shift personnel will have **144 hours of holiday-in-lieu time** to be used throughout the year. This scheduling program will make it possible for Dispatchers to have **50% of weekends and holidays off every year**. In addition, a Flexible Work Program is being created to allow permanent part-time assignments or flexible hours based on an employee’s needs. Our brand new 911/Dispatch Center will have top notch new technology (voice, data, 911, CAD, RMS, and MDT/MFR communication and information systems) and a physical working environment built with dispatchers in mind.

### Senior Police Dispatcher

Final Few Positions Available

**\$49,181 - \$59,017**

**Closes – March 27, 2006**

**Projected Start Date for the Position –  
No later than June 1, 2006**

**July 1, 2006 – Projected Launch  
for New Police Department**

**Citrus Heights Dispatch Schedule – 3 days a week; 12 hours per day; 36 hours per week**

Work Unit	Sun	Mon	Tue	Wed	Thu	Fri	Sat		Sun	Mon	Tue	Wed	Thu	Fri	Sat
A	OFF	W	W	W	OFF	OFF	OFF		OFF	W	W	W	OFF	OFF	OFF
B	OFF	OFF	OFF	W	W	W	OFF		OFF	OFF	OFF	W	W	W	OFF
C	W	OFF	OFF	OFF	OFF	W	W		W	OFF	OFF	OFF	OFF	W	W
D - Pool Relief															

#### IDEAL CANDIDATE

- Possesses the ability to oversee the operations and activities of an assigned police dispatch shift and perform the full range of dispatch and communication duties.
- Understands the uses and capabilities of CAD (computer aided dispatch) and operates a sophisticated CAD system quickly and accurately.
- Demonstrates knowledge of public safety classification codes, procedures and policies for dispatching emergency personnel and equipment.
- Thinks clearly and acts quickly and decisively in emergency situations, while remaining calm.
- Listens actively, uses effective questioning techniques, and expresses him/herself in English in a clear, distinct, and understandable manner.
- Focuses work effort to carry out the City’s Customer Service philosophy of actively listening, addressing customers’ concerns, and providing services at a level that exceeds customer expectations.
- Thrives in a team environment that encourages cooperation, communication, and mutual sharing of risk, responsibility, and reward.
- Identifies and generates “a better way of doing things” by viewing issues or problems as opportunities for improvement rather than as obstacles.
- Treats all individuals encountered, equally and with respect, basing actions on honor and ethics.

#### COMPENSATION AND BENEFITS

**\$49,181 - \$59,017 annually.** The City’s Pay-for-Performance system recognizes employees for their accomplishments and compensates them with a blend of annual base salary increase and annual incentive award (bonus). This unique system replaces the 5% step system and annual COLA. You will have the ability to differentiate yourself and your related compensation. This unique and powerful system is a core component in the City’s human resources system.

The City offers first class benefits, including: 100% City-paid CalPERS retirement (2.7% @ 55); 17 days of Annual Leave (to be used for vacation or sick time); 5 days of Long Term Medical Leave; \$1,013 monthly City contribution toward health insurance (effective 01/01/06), and if alternative health care coverage is demonstrated, a \$500/month cash-out may be added to salary or deferred compensation; and fully paid dental, vision, life, and short-term/long term disability insurance. The City does not participate in Social Security, but does participate in State Disability Insurance (SDI). In addition, Dispatch shift personnel will have 144 hours of holiday-in-lieu time to be used throughout the year. More detailed information regarding the City’s benefit program is available at [www.joinchpd.net](http://www.joinchpd.net).

## CONSTRUCT A LEGACY, STRIKE A BALANCE, BUILD A CAREER...

**Recruitment Incentive:** As a recruitment incentive for the Police Department start-up, individuals hired into Police specialized job classifications will accrue Annual Leave based on their years of service with their most recent public sector, law enforcement employer.

### MINIMUM QUALIFICATIONS FOR SENIOR POLICE DISPATCHER

Minimum qualifications for this position are listed below. Additional information regarding this position and qualifications is available in the job description either on-line or via request.

- **Experience and Training:** Two years of police dispatching experience similar to the Police Dispatcher II in the City of Citrus Heights and ability to enter data or type accurately at a speed of 35 words per minute net of errors; possession of a California P.O.S.T. Public Safety Dispatcher Basic Certificate is highly desirable.
- **Education:** Equivalent to completion of the 12<sup>th</sup> grade.
- **License:** May need to possess a valid California Driver's License and proof of automobile liability insurance.

### APPLICATION PROCESS

To be considered for this position, you must submit a completed, official City Employment Application and responses to a Supplemental Questionnaire. If you do not complete and submit all required information, your application may be disqualified from further consideration. You are encouraged to submit a resume and cover letter in addition to the required materials, but these may not be substituted for the required materials.

- **ON-LINE APPLICATION:** You may apply on-line by visiting [www.CalOpps.org](http://www.CalOpps.org) to complete the City Employment Application and Supplemental Questionnaire. A cover letter and resume may be included as part of the on-line Employment Application under the heading "Additional Experience." After you electronically submit the Application form using CalOpps, the Supplemental Questionnaire format will appear for you to complete and submit as the remainder of the on-line application process.
- **HARD COPY APPLICATION:** You may obtain a hard copy Employment Application and Supplemental Questionnaire by visiting [www.joinchpd.net](http://www.joinchpd.net) and downloading these materials, or you may request these materials by calling the City's Police Recruitment Hotline at (916) 727-4900. **No faxed or e-mailed materials will be accepted.** Submit hard copy application materials to: City of Citrus Heights/Human Resources, Attention: Senior Police Dispatcher Recruitment, 6237 Fountain Square Drive, Citrus Heights, CA 95621.

### SCHEDULE AND EXAMINATION/SELECTION PROCESS

All application materials will be carefully reviewed. Interviews with the most qualified candidates will be scheduled before and after the closing dates in order to move the process expeditiously. The most qualified candidates may receive an interview with the Technical Services Manager and then go straight to a Chief's interview.

To expedite the selection process, candidates to a Chief's interview will be expected to bring a completed California P.O.S.T. Personal History Statement. After passing the Chief's interview, finalists will then be subject to a polygraph examination and if these results are acceptable, a background investigation will be conducted using P.O.S.T. guidelines. This background will minimally include verification of education, employment, military service, criminal history, civil litigation, credit history, DMV records, and personal history, and personal contacts will be made with relatives, friends, neighbors, landlords, employers, and other associates. Upon receipt and review of the background report, conditional offers of employment may be made, and final candidates must then pass medical, drug screening, and psychological examinations conducted by a City-appointed physician. The probationary period for this position is 12 months.

### METHOD OF COMMUNICATION

Primary communication regarding your status relative to this recruitment will be by e-mail; applicants are solely responsible for monitoring their e-mail communication messages and systems. Applicants are solely responsible for informing the City of changes in contact information, including but not limited to e-mail addresses, mailing addresses, post office boxes, and telephone numbers.

### ADDITIONAL INFORMATION

You may obtain additional information about this recruitment at [www.joinchpd.net](http://www.joinchpd.net), calling Human Resources at (916) 727-4900, or e-mailing to [joinchpd@citrusheights.net](mailto:joinchpd@citrusheights.net).

### ALL INTERESTED APPLICANTS – PLEASE READ THE FOLLOWING INFORMATION

**Closing Deadline:** This recruitment closes at 5:00 P.M., Monday, March 27, 2006. No faxed or e-mailed application materials will be accepted.

**Multiple Applications:** Applicants may apply for more than one job classification, for example, Senior Police Dispatcher and Police Communications Supervisor. However, a separate and complete Employment Application and Supplemental Questionnaire must be submitted for each opening.

#### **City Selection Standards and Practices:**

The City reserves the right to select applicants for further consideration who demonstrate the best qualification match for the job. Meeting the minimum qualifications requirements does not guarantee an applicant an invitation to the next step(s) in the selection process. Only the most qualified applicants as determined by the City will be invited to the next step(s) of the selection process. This listing is solely for the purpose of announcing job opportunities and does not constitute a contract, expressed or implied; provisions contained herein may be modified or revised without notice.

*The City of Citrus Heights is an Equal Opportunity Employer and does not discriminate against qualified employees or applicants because of race, color, religion, medical, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Family Rights Act (CFRA), and federal laws including the Americans with Disabilities Act and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation. Under federal law, all job applicants must prove authorization to work in the United States at the time of job offer.*